

Marked To Show Changes

**IEX TotalView - [Management Units]**

File Edit View Special Skill BU Call Type/Team MU Report Admin Tool VP Window Help

State of the Art Call Center

MU Definition Agent Groups Parameters Fairness **Preferences** Limit Positions

☒ Force Start Outside of MU Hours  
☒ Force First Preferred Start  
☐ Preference Across Skill Groups

Select	Preference	Priority
<input checked="" type="checkbox"/>	Number of Days to Work	1
<input checked="" type="checkbox"/>	Day Off Patterns	2
<input checked="" type="checkbox"/>	Tour Group Member and Number of Days to Work Member	3
<input checked="" type="checkbox"/>	Days of the Week to Work per Tour Group Member	4
<input checked="" type="checkbox"/>	Start Time	5
<input checked="" type="checkbox"/>	Start Time Consistency	6

12:23 pm Link 27 Up

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FIG. 1

Redrawn

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The image shows a screenshot of a software window titled "Agent Preferences". The window has a tabbed interface with tabs for "Preferences", "Start Times", "Lunch Times", "Days Off", "Fairness", and "Custom". The "Custom" tab is selected. Inside the window, there is a checkbox labeled "Use Custom Preference Priority" which is checked. Below this is a table with three columns: "Select", "Preference", and "Priority". The table contains six rows of preferences, all of which are checked in the "Select" column. The preferences are: "Number of Days to Work" (Priority 1), "Day Off Patterns" (Priority 2), "Tour Group Member and Number of Days to Work Member" (Priority 3), "Days of the Week to Work per Tour Group Member" (Priority 4), "Start Time" (Priority 5), and "Start Time Consistency" (Priority 6). The entire window is crossed out with a large handwritten 'X'. There are three handwritten annotations: "173" with an arrow pointing to the "Use Custom Preference Priority" checkbox, "172" with an arrow pointing to the table, and "170" with an arrow pointing to the bottom-left corner of the window.

Select	Preference	Priority
<input checked="" type="checkbox"/>	Number of Days to Work	1
<input checked="" type="checkbox"/>	Day Off Patterns	2
<input checked="" type="checkbox"/>	Tour Group Member and Number of Days to Work Member	3
<input checked="" type="checkbox"/>	Days of the Week to Work per Tour Group Member	4
<input checked="" type="checkbox"/>	Start Time	5
<input checked="" type="checkbox"/>	Start Time Consistency	6

FIG. 2

Redrawn

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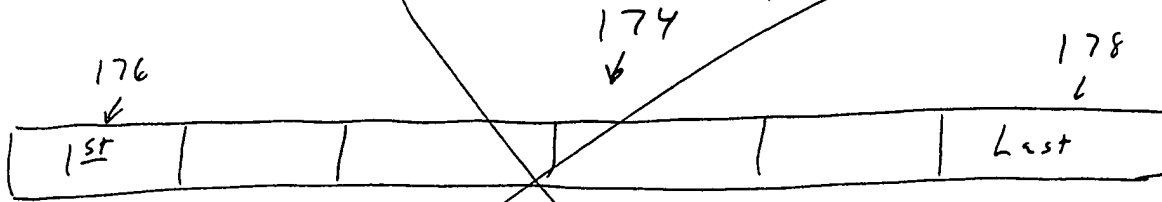


Fig. 3

Redrawn

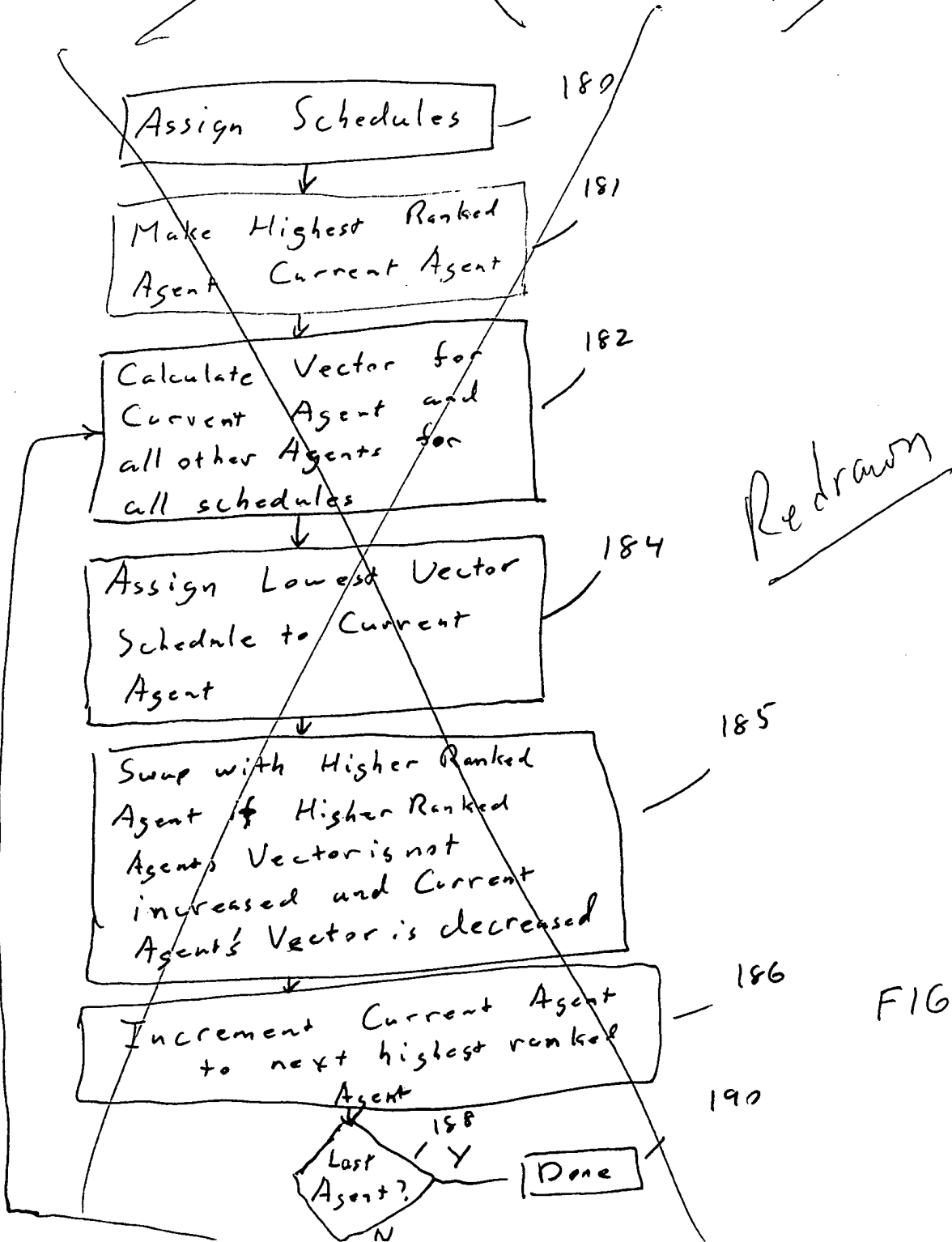


FIG. 4